

**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

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In the Matter of	)	
	)	WC Docket No. 09-197
Telecommunications Carriers Eligible for	)	
Universal Service Support	)	
	)	WC Docket No. 11-42
Lifeline and Link Up Reform and Modernization	)	
	)	
TerraCom, Inc. Fourth Revised Blanket	)	
Forbearance Compliance Plan	)	
	)	
Amended Petition of TerraCom, Inc. for Limited	)	
Designation as an Eligible Telecommunications	)	
Carrier for Purposes of Receiving Low Income	)	
Support Only	)	
_____	)	

**FOURTH REVISED COMPLIANCE PLAN OF TERRACOM, INC.**

**TERRACOM, INC.**

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October 3, 2016

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## SUMMARY

TerraCom, Inc. (“TerraCom”) submits this Fourth Revised Compliance Plan in place of its earlier filed Third Revised Compliance Plan.<sup>1</sup> In submitting this Fourth Revised Compliance Plan, TerraCom seeks to update its ownership information and the impact that additional investment will have on TerraCom’s ability to achieve the laudable goals of the Commission’s 2016 *Lifeline Modernization Order*.<sup>2</sup>

At its core, however, this Fourth Revised Compliance Plan is identical to its Third Revised Compliance Plan, which the Wireline Competition Bureau (“Bureau”) found to demonstrate that TerraCom would comply with the rule changes in the 2012 *Lifeline Reform Order* in order to benefit from the Commission’s grant of “blanket forbearance” from Section 214(e)(1)(A) of the Communications Act of 1934, as amended (the “Act”), to telecommunications carriers seeking limited ETC designation to offer Lifeline services, regardless of the facilities used to provide the services.<sup>3</sup> Accordingly, TerraCom also seeks the Commission’s approval of its Petition for ETC Designation, as amended, for the states of

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<sup>1</sup> Wireline Competition Bureau Approves the Compliance Plans of American Broadband & Telecommunications, Budget Prepay, Consumer Cellular, Global Connection, TerraCom and Total Call, Public Notice, 27 FCC Rcd 5776 (WCB rel. May 25, 2012); *In Re Telecommunications Carriers Eligible for Universal Service Support, et al.*, Third Revised Compliance Plan of TerraCom, Inc. (filed June 19, 2012) (providing minor updates requested by Bureau staff).

<sup>2</sup> *In Re Telecommunications Carriers Eligible for Universal Service Support, et al.*, Third Report and Order and Order on Reconsideration, 31 FCC Rcd 3,962 (FCC rel. Apr. 27, 2016) (“*Lifeline Modernization Order*”).

<sup>3</sup> *In Re Telecommunications Carriers Eligible for Universal Service Support, et al.*, Report and Order and Further Notice of Proposed Rulemaking, 27 FCC Rcd 6,656 (FCC rel. Feb. 6, 2012) (“*Lifeline Reform Order*”). *See* Wireline Competition Bureau Approves The Compliance Plans of American Broadband & Telecommunications, Budget Prepay, Consumer Cellular, Global Connection, Terracom and Total Call, Public Notice, 27 FCC Rcd 5776 (WCB May 25, 2012). Where any of the provisions of its approved compliance plan have been or will be significantly affected by orders or rule changes subsequent to the 2012 *Lifeline Reform Order*, TerraCom has made conforming edits.

Alabama, Connecticut, Delaware, Florida, New Hampshire, New York, North Carolina, Tennessee, the Commonwealth of Virginia, and the District of Columbia.

In this submission, TerraCom confirms it operates in compliance with the Commission's rules. Nonetheless, TerraCom will describe (for all the major rule changes the Commission adopted in the *Lifeline Reform Order*) how it complies with the Commission's Lifeline rules.

TerraCom has considerable experience operating as both a wireline and wireless Lifeline-only ETC. It is currently in compliance with all federal and state rules in the states of Arizona, Arkansas, Colorado, Indiana, Iowa, Louisiana, Maryland, Minnesota, Nebraska, Nevada, Oklahoma, Texas, West Virginia, and Wisconsin, where it has been designated an ETC by the relevant state commissions.

In its *Lifeline Reform Order*, the FCC imposed a number of changes to its existing rules in order to ensure that Lifeline consumers receive all the same public safety benefits that are available to other telecommunications services consumers, and to ensure that carriers operate in a manner that facilitates prudent Fund administration by the Universal Service Administrative Company ("USAC"). Among other obligations imposed, the Commission explicitly requires all Lifeline-only ETCs to 1) provide 911/E911-compliant handsets to all their customers, 2) describe their service offerings and the areas in which these services are available, and 3) explain how the ETC plans to comply with the other major rule changes adopted in the *Lifeline Reform Order*.

TerraCom is in compliance with the 911/E911 handset obligations imposed by the *Lifeline Reform Order*, and it will continue to comply with these obligations. Moreover, TerraCom also describes its company-wide, and state-specific, Lifeline service offerings in this document.

The most significant information provided in this Fourth Revised Compliance Plan is to introduce Global Reconnect, Inc. ("GRI"), a recently formed Delaware corporation established to acquire a telecommunications carrier participating in the Lifeline Program, as the proposed new majority investor in TerraCom.<sup>4</sup> GRI does not hold any telecommunications regulatory authority and has no subsidiaries or affiliates that hold such regulatory authority. At present, one (1) U.S. citizen, Stanley ("Stan") McCright holds all of the voting and equity interest in GRI. As Chief Executive Officer of McCright & Associates, a consulting firm in the public housing industry, Mr. McCright has accrued over forty years' experience working with government agencies and other participants in this vital sector. Mr. McCright does not provide telecommunications services through any of his business operations. While Mr. McCright is currently the only investor in GRI, a second entity, National Rural Telecommunications Cooperative ("NRTC") (or an entity 100 percent (100%) owned and controlled by NRTC), is considering a minority equity investment in GRI shortly before or upon closing of the proposed transaction. If NRTC were to take such an equity position, however, Mr. McCright would continue to hold the controlling majority interest in GRI and therefore, Mr. McCright will in all cases control GRI and control GRI's interest in TerraCom.<sup>5</sup> TerraCom and will file a notice with the Bureau notifying it if and when NRTC decides to take a minority, indirect interest in TerraCom of ten percent (10%) or more.

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<sup>4</sup> See *Domestic Section 214 Application Filed for the Transfer of Control of TerraCom, Inc. to Global Reconnect, Inc., Non-Streamlined Pleading Cycle Established*, Public Notice, DA 16-967 (WCB rel. Aug. 24, 2016).

<sup>5</sup> TerraCom has agreed to file a notice with the Wireline Competition Bureau notifying it if and when NRTC decides to take a minority, indirect interest in TerraCom of ten percent (10%) or more.

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**FOURTH REVISED COMPLIANCE PLAN OF TERRACOM, INC.**

**I. INTRODUCTION**

TerraCom, Inc. (“TerraCom”), by its undersigned counsel, hereby submits this revised plan to comply with the legal obligations imposed on telecommunications carriers by the Federal Communications Commission (“FCC” or the “Commission”) in its *Lifeline Reform Order* reforming and modernizing the Lifeline and Link Up programs of the Universal Service Fund (“USF”). In its *Lifeline Reform Order*, the Commission granted “blanket forbearance” from Section 214(e)(1)(A) of the Communications Act of 1934, as amended (the “Act”), to all

telecommunications carriers seeking limited ETC designation to offer Lifeline services.<sup>6</sup> TerraCom has a Petition for Limited ETC Designation pending at the Commission, and requests that, concordant with Commission grant of this Fourth Revised Compliance Plan, the Commission also approve its Pending Amended ETC Petition.<sup>7</sup>

All telecommunications carriers are eligible to receive blanket forbearance on the condition that the carriers seeking the blanket forbearance agree to submit a compliance plan, subject to the approval of the Bureau, describing how they intend to comply with the Commission's requirements for participating in the Lifeline program.<sup>8</sup> As explained below, TerraCom fully complies with the conditions imposed in the *Lifeline Reform Order* to ensure that the Commission's concerns regarding consumer safety and the fiscal integrity of the Universal Service Fund ("the Fund") are completely satisfied.

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<sup>6</sup> See, *Lifeline Reform Order*, ¶¶ 368-391. To the extent that the 2016 *Lifeline Modernization Order* has adopted new requirements that will take effect in the coming months, TerraCom is legally obligated to update all its processes to conform with those new requirements as they become effective.

<sup>7</sup> See, *Petition of TerraCom, Inc. for Limited Designation as an Eligible Telecommunications Carrier in the States of Alabama, Connecticut, Delaware, New Hampshire, New York, North Carolina, Tennessee, the Commonwealth of Virginia, and the District of Columbia*, WC Docket No. 09-197, filed June 13, 2011. This *Petition* was subsequently amended on June 28, 2011 to include the state of Florida, and again on April 18, 2012 to update it in light of the Commission's recent rule changes affecting Lifeline-only ETCs. While TerraCom's Petition for Limited ETC Designation originally sought Link Up support, in addition to Lifeline support, this portion of its request has been rendered moot by the *Lifeline Reform Order*, and is hereby withdrawn. TerraCom still seeks Lifeline-only designation in the above-mentioned jurisdictions for which the Commission is the proper designating authority, because the states lack the authority to perform such designation for wireless telecommunications service providers seeking designation.

<sup>8</sup> See, *Lifeline Reform Order*, ¶¶ 368-391.

## **II. TERRACOM BACKGROUND AND CORPORATE STRUCTURE**

TerraCom began providing retail landline telecommunications service in 2004. TerraCom is a corporation, based in Oklahoma City, Oklahoma, and incorporated under the laws of Oklahoma. As of 2015, TerraCom directly holds 100 percent (100%) of the ownership interest in YourTel America, Inc., a Missouri corporation. YourTel is currently in compliance with all federal and state rules in the states of Illinois, Kansas, Maine, Missouri, Pennsylvania, Rhode Island, and Washington where it has been designated an ETC by the relevant state commissions.

With TerraCom's years of experience focusing on providing high quality telecommunications services to low income consumers, TerraCom became one of the first competitive ETCs in 2004. Today, TerraCom provides Lifeline service (primarily wireless) to qualified consumers as an ETC in Arkansas, Arizona, Colorado, Indiana, Iowa, Louisiana, Maryland, Minnesota, Nebraska, Nevada, Oklahoma, Texas, Wisconsin, and West Virginia. While TerraCom specializes in providing superior service at affordable rates to low income consumers, and is a "Lifeline-only" ETC, its customers are not exclusively Lifeline-supported. In most states, TerraCom's service territory is limited to the areas served by the large incumbent LECs (which are required under the Act to lease pieces of their networks to competitive carriers at cost-based rates).

TerraCom prefers direct contact with consumers and uses outreach events, direct sales, neighborhood agents, and TerraCom branded or authorized retail outlets. TerraCom's specialty is in identifying underserved customers through serving communities by local outreach, and by becoming part of the communities it serves. To this end, TerraCom does not offer its services through "chain" stores, but rather through its own store, and locally-owned stores familiar with the underserved consumers in the communities TerraCom serves. TerraCom sells the remainder



of its service through Internet sales/inbound telemarketing (where a customer is seeking to initiate service with TerraCom).

Consistent with Commission and industry trend data, TerraCom has found that consumers—including low income consumers—are migrating away from wireline telecommunications service and towards mobile wireless services. In its existing service territories, TerraCom offers wireless service to consumers by using a combination of its own facilities, leased wireline facilities, and the wholesale wireless services of Sprint Spectrum, LLC and Cellco Partnership d/b/a Verizon Wireless and T-Mobile.

As an ETC, and provider of telecommunications services to its customers, TerraCom has an impeccable reputation. While no carrier is without its mistakes or errors, TerraCom has auditing systems in place, has been diligent in performing its obligations as an ETC, and uses the National Lifeline Eligibility Database (“NLAD”) to verify Lifeline applicants’ identity and eligibility under the one-per-household rule before submitting to USAC for reimbursement. Moreover, TerraCom has never had its ETC designation revoked in any state. This information, coupled with certain other detailed demonstrations made, *infra*, helps to establish TerraCom’s financial and technical capability to provide the supported service.<sup>9</sup>

Moreover, as part of the overall carrier certifications required by the *Lifeline Order* and its rules, TerraCom commits to comply with the Cellular Telecommunications and Internet Industry Association’s Code for Wireless Service.<sup>10</sup> Thus, TerraCom has the intention and

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<sup>9</sup> See, e.g., *Lifeline Reform Order*, ¶388. TerraCom has resolved all Commission enforcement proceedings. *In Re TerraCom, Inc., and YourTel America, Inc. File Nos.: EB-TCD-13-00009175, EB-IHD-13-00010677*, Order, 30 FCC Rcd 7,075 (EB rel. July 9, 2015).

<sup>10</sup> See, 47 C.F.R. § 54.202(a)(3).

demonstrated ability to fastidiously comply with the Commission's requirements for Lifeline-only ETCs.

### **III. OBLIGATIONS IMPOSED ON ETCs BY THE *LIFELINE REFORM ORDER***

In order to continue to offer low income service and qualify for future state and/or federal Lifeline-only ETC designations, TerraCom wishes to avail itself of the Commission's conditional grant of blanket forbearance and obtain approval of its Fourth Revised Compliance Plan. In its *Lifeline Reform Order*, the Commission explains that carriers seeking Lifeline-only ETC designation must, as part of their compliance plans, describe how they intend to implement certain conditions specified in the *Lifeline Reform Order*, as well as explain how the carrier plans to comply with the rules, generally. The conditions (both broadly and specifically) established by the Commission tend to focus on ensuring that consumers are protected, and that carriers will do their best to ensure that they (and their customers) cooperate fully in assisting with prudent, efficient administration of the Low Income Fund by the Universal Service Administrative Company.

In paragraphs 368 through 391 of the *Lifeline Reform Order*,<sup>11</sup> the FCC sets forth the conditions that carriers must satisfy in order to receive approval of their compliance plans, and the corresponding blanket forbearance allowing them to be granted Lifeline-only ETC designation by the states or the Commission. The conditions established by the Commission range from the very specific, such as requiring carriers to provide all customers receiving Lifeline-supported service with access to 911 and E911 service (regardless of activation status or available minutes) as well as E911-compliant handsets<sup>12</sup>, to the ubiquitously general (requiring

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<sup>11</sup> See, *Lifeline Reform Order*, ¶¶ 368-391.

<sup>12</sup> See, e.g., *id.* at ¶ 373

compliance plans to describe “the measures the carrier will take to implement the obligations contained in this *Order*”).<sup>13</sup>

In this Fourth Revised Compliance Plan, TerraCom describes in detail how it complies with the rule changes made in the *Lifeline Reform Order*. Specifically, TerraCom 1) addresses the Commission’s concerns regarding how it complies with the Commission’s 911/E911 service requirements<sup>14</sup>, 2) provides a detailed description of its Lifeline-supported service offerings<sup>15</sup>, and 3) outlines the measures it takes to implement the more significant changes in the *Order*.<sup>16</sup> The large majority of changes imposed by the *Lifeline Reform Order*, and the Commission’s rules implementing it, are addressed in this Fourth Revised Compliance Plan, which will describe the way TerraCom: a.) enrolls customers, including a description of how TerraCom: i) initially qualifies customers’ eligibility to prevent duplicate subsidies being awarded to the same household, ii) initially qualifies customers’ eligibility to make sure that only program, or income, eligible customers are able to receive service; iii) how TerraCom annually certifies its customers continued eligibility, including procedures for annual re-certification<sup>17</sup>, b) TerraCom’s procedures to de-enroll customers who no longer meet the eligibility requirements to receive Lifeline service, customers who have failed to use a free service within a continuous 60 day period, and customers who have failed to re-certify their continued Lifeline eligibility as part of

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<sup>13</sup> *Id.* at ¶ 379.

<sup>14</sup> *Id.* at ¶ 373.

<sup>15</sup> *Id.* at ¶368.

<sup>16</sup> *Id.*

<sup>17</sup> *Order* at ¶¶379, 383, n.1004. TerraCom will, of course, also re-certify those customers that enrolled using temporary addresses every 90 days.

an annual (or 90 day, for customers initially enrolling with temporary addresses) re-certification process<sup>18</sup>, c) the records that TerraCom keeps to facilitate efficient audits of TerraCom’s customer base<sup>19</sup>, as well as the customer data TerraCom collects to satisfy its reporting requirements to USAC (and to allow it to further cooperate with USAC should additional information be needed); d) TerraCom’s procedures for submitting and collecting reimbursements from USAC; e) providing copies of its marketing materials that describe the customer eligibility requirements for Lifeline (both income and one per household), the continued obligation of customers to notify TerraCom of changes in their address, changes effecting eligibility, the customer’s obligation to initially certify eligibility and to annually re-certify eligibility under penalty of perjury; and f) TerraCom’s technical and financial capability to provide Lifeline-supported services to low income customers.<sup>20</sup>

**A. Customers of TerraCom Lifeline-Supported Services Have Access to 911/E911 Service and Receive E911 Compatible Handsets**

In its *Lifeline Reform Order*, the Commission (as it has in all of its previous forbearance grants) requires carriers seeking “blanket forbearance” to provide—as a condition to the forbearance grant—911 and (where available) E911 service to customers regardless of the activation status of their service plans.<sup>21</sup> Thus, regardless of whether the customer has any remaining minutes on their monthly service plan, the customer must be able to use emergency services.

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<sup>18</sup> See, 47 C.F.R. § 54.405(e).

<sup>19</sup> *Lifeline Reform Order* at ¶379.

<sup>20</sup> *Id.* at ¶¶379, 383, and 390.

<sup>21</sup> *Id.* at ¶373.

TerraCom supports the Commission’s reasoning in requiring this condition, and, is aware that this requirement—that customers always have access to the technologically-mandated emergency access on all active mobile phones—is a current obligation the Commission imposes on all wireless providers for their customers.<sup>22</sup> TerraCom understands that mobile wireless service is much less valuable to its customers if the customer cannot rely on their TerraCom mobile service for emergency situations, and TerraCom already complies with this obligation.

Another public safety-related condition, routinely required by the Commission, is for carriers receiving forbearance to ensure that all Lifeline-only customers have access to E911-capable handsets.<sup>23</sup> This is another condition that is already a TerraCom policy, and comes with all TerraCom mobile wireless services (both Lifeline-supported, and non-Lifeline-supported). TerraCom currently complies with this condition and automatically provides each new customer with an E911-capable handset. In fact, TerraCom has no non-E911-compliant handsets in its inventory. Nonetheless, if TerraCom discovers any Lifeline-supported customers that do not have a handset that is E911-capable, TerraCom will promptly replace that handset with a compliant handset. Similarly, if TerraCom has any non-Lifeline-supported customers that are eligible for, and wish to convert their service to, mobile wireless Lifeline service, TerraCom will provide these customers with E911-capable handsets.

**B. Description of TerraCom’s Lifeline Service Offerings**

The Commission requires that every carrier seeking blanket forbearance submit a compliance plan containing detailed information regarding its Lifeline-supported service

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<sup>22</sup> See, generally, 47 C.F.R. § 20.18.

<sup>23</sup> *Lifeline Reform Order* at ¶373.

offerings, including terms of service and the geographic areas where the services are available.<sup>24</sup> TerraCom offers all supported services, throughout the Sprint Wireless Service Area footprint and that of Verizon Wireless, in Arkansas, Arizona, Colorado, Indiana, Iowa, Louisiana, Maryland, Minnesota, Nebraska, Nevada, Oklahoma, Texas, West Virginia, and Wisconsin. All 611 and 911 calls are free, and do not count against the customer's airtime. Directory assistance calls (411) are "free"; however, applicable airtime charges are assessed as minutes of usage.

TerraCom offers three basic Lifeline service packages throughout all of its service territories, except Oklahoma. In addition, TerraCom offers two plans that are only available to Oklahoma residents. TerraCom's basic Lifeline programs are listed below. These plans are taken directly from the TerraCom Wireless website.<sup>25</sup>

All plans listed below are provided with no monthly out-of-pocket fee to the customer.

#### **Oklahoma Tribal**

This plan includes 1,000 voice minutes of local calling, unlimited text messaging and 200mb of data. There are no rollover minutes with this plan. Unused minutes and data will expire each month on the service expiration date. This plan is only available to Oklahoma residents residing in a tribal area. Consumers may also purchase additional minutes and data, including a plan that satisfies the Oklahoma Corporation Commission rules for a plan equivalent to local usage.

#### **Oklahoma Non-Tribal, Kansas and Missouri**

This plan includes 500 voice minutes of local calling and unlimited text messaging. There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date. Consumers may also purchase additional minutes and data.

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<sup>24</sup> See *id.* at ¶368.

<sup>25</sup> See TerraCom's website at [www.terracomwireless.com](http://www.terracomwireless.com) under "Plans" tab.

## **Nebraska**

This plan includes 325 voice minutes of local calling and unlimited text messaging. There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date. Consumers may also purchase additional minutes and data.

## **All Other States (excluding Oklahoma, Kansas, Missouri and Nebraska)**

This plan includes 250 voice minutes of local calling and unlimited text messaging. There are no rollover minutes with this plan. Unused minutes will expire each month on the service expiration date. Consumers may also purchase additional minutes and data.

### **C. TerraCom's Implementation of The Lifeline Provider Obligations**

As previously noted, one of the Commission's requirements for all compliance plans it requires to be submitted in order to benefit from the grant of "blanket forbearance" in the *Lifeline Reform Order* is for the carrier to describe how it will comply with the remainder of the obligations imposed on Lifeline participants in the *Lifeline Reform Order*. In this section, TerraCom will explain how it has implemented the obligations in the *Lifeline Reform Order*, and incorporated those obligations into TerraCom's existing processes for enrollment, de-enrollment, record keeping/re-certification, seeking reimbursement from USAC, and marketing service to eligible consumers. TerraCom will also demonstrate that it is technically and financially capable of providing Lifeline service to consumers.

#### **1. Enrollment**

By way of background, the *Lifeline Reform Order* requires each prospective customer to apply for Lifeline service. In 2012, the Commission changed its procedures for how carriers must qualify customers for enrollment in the Lifeline program, and how customers must certify their eligibility. The Commission established uniform eligibility and application criteria for enrolling low-income customers in the Lifeline program. In the *Lifeline Reform Order*, the FCC

integrated and standardized the eligibility and certification criteria through the establishment of what may be called a uniform application process. Each new prospective customer will have to provide certain information and eligibility certifications as part of an overall application to receive benefits under the Lifeline program.

However, before submitting an application to receive Lifeline-supported service under the Commission's rules, the ETC providing the Lifeline service must obtain consent from each of its new and existing subscribers to transmit the subscriber's information to the program Administrator. The carrier must explain in clear, and easy-to-understand, language the information that the carrier will have to transmit to the Administrator.<sup>26</sup> If the subscriber refuses to grant the carrier permission to transmit this information to the Administrator and the NLAD, the subscriber will not be eligible to receive Lifeline service.

The application requires each prospective customer to provide all of the information required in revised rule 47 C.F.R. § 54.410(d)(2): the subscriber's full name; the subscriber's residential address; whether the subscriber's residential address is permanent or temporary; the subscriber's billing address (if different from the residential address); the subscriber's date of birth; the last four digits of the subscriber's social security number, or the subscriber's tribal identification number in lieu of a social security number; whether the subscriber is seeking to demonstrate eligibility to receive Lifeline service under the program-based criteria, or based on income.

Moreover, as part of the application (and pursuant to revised rule 47 C.F.R. § 410(d)(3)) the prospective subscriber must certify under penalty of perjury that: the subscriber meets the income-based or program-based eligibility criteria for receiving Lifeline, explained in § 54.409;

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<sup>26</sup> See 47 C.F.R. § 54.404(b)(9).



the subscriber will notify the carrier within 30 days if for any reason the subscriber no longer satisfies the eligibility criteria, or if the subscriber no longer satisfies the “one subsidy per household” qualification; if the subscriber is seeking to qualify for Lifeline as an eligible resident of Tribal lands, that they actually live on Tribal lands; if the subscriber moves to a new address, they will notify the carrier of their address change within 30 days; if the subscriber provided a temporary address upon sign-up, the subscriber will verify their correct address every 90 days or face de-enrollment; the subscriber’s household will receive only one Lifeline service and, to the best of the subscriber’s knowledge, their household is not already receiving a Lifeline service; the subscriber’s information on their application is true and accurate to the best of their knowledge; the subscriber understands that providing false information to obtain Lifeline benefits is punishable by law; and the subscriber acknowledges that they may be required to re-certify continued eligibility for Lifeline at any time, and that the subscriber’s failure to re-certify will result in de-enrollment and termination of the subscriber’s Lifeline benefits pursuant to § 54.405(e)(4).

### **TerraCom-Specific Enrollment**

As an initial matter, in those few states that have a state administrator, TerraCom fully cooperates with the state Lifeline administrators to ensure that it does everything necessary to ensure it is in compliance with both state and federal enrollment, verification, and re-certification procedures. For all states that do not have a Lifeline administrator, TerraCom performs the same first step in the process of enrollment. Regardless of how the customer applies—whether in a retail store, online, or over the phone, each customer ends up supplying the same information via TerraCom’s standard customer certification form. (Attached as **Exhibit 1.**) This form contains all relevant information required by the Commission’s rules, and requires the customer to certify,

under penalty of perjury, that to the best of the customer's knowledge all of the information supplied is correct. The customer must also agree to contact TerraCom in the event any information regarding the customer's ongoing eligibility, or household information, should change.

TerraCom enrolls Lifeline customers through several different marketing channels: 1) in person, through company-owned and affiliated retail stores, 2) in person, through company employees that are retail sales representatives, and 3) through customer-initiated contact, either through inbound telemarketing or (more frequently) through online sales over the Internet. The large majority of TerraCom's sales are through its "in person" channels.

What is significant is that all of TerraCom's retail sales are the result of direct contact with the potential Lifeline consumer. The manner in which the sales are made is be slightly different, but the obligations imposed by the rules are addressed directly by TerraCom. Before examining each enrollment obligation, it will be helpful to explain how TerraCom interacts directly with its customers through each sales channel.

**Retail Store.** These sales are the most "direct" and easiest to explain how TerraCom complies with the Commission's Lifeline obligations. The prospective customer comes into the store, and is asked the basis for his or her claim to Lifeline eligibility; participation in a qualifying program, or earning household income below 135% of the Federal Poverty Guidelines. The store employee can verify the customer's program, or income, based eligibility in person. TerraCom provides excellent training/reference materials to its employees, which allows the employees to verify the most common forms of proof for each eligible program and/or income verification (based on the Commission's definition of "income" in §54.400(f)). The store employee then asks the prospective customer for additional documentation proving identity, and/or address

verification. The final program/income eligibility-specific step is for the customer to provide the required information and make the certifications required by rule §54.410(d)(3).

If the customer appears to be eligible, the employee explains the Commission’s definition of “household”, defined in rule §54.400(h), as an “economic unit” where related or unrelated people share income and expenses. In the case of multiple applicants at the same mailing address, the customer then makes the “one per household” certification required by §54.410(d)(1). Finally, TerraCom collects the necessary customer-specific information required by rule §54.401(d)(2) so that TerraCom can report the information to USAC to be used to populate the NLAD, defined in §54.400(i) of the Commission’s rules.

The retail store employee then enters the customer’s information into TerraCom’s OSS systems, where the information is checked against available databases (the NLAD, and TerraCom’s own list of existing customers). The retail store rep quickly determines whether the customer is eligible to receive Lifeline service. In cases where a state program eligibility database exists, the retail store personnel contact TerraCom’s internal group dedicated to verifying eligibility who query the state database and either approve or deny the applicant. Where proof of eligibility is needed, the retail personnel, who are trained on what is eligible documentation witness the documentation and sign the application demonstrating they have witnessed the documentation, and retain a copy of the eligibility documentation.

Upon successful completion of the certification process, the customer is allowed to choose a service plan, and, as mentioned earlier, select a phone—either a free phone (choices include refurbished phones, as well as refurbished smartphones such as the Blackberry Curve® and in the future new phones), or purchase an upgraded phone from a wide inventory. The customer then receives their phone right at the store, upon payment of TerraCom’s customary

activation fee. The customer's account is activated upon completion of an outbound call.<sup>27</sup> For purposes of "enrollment" in the Lifeline program, TerraCom will use the date of this first completed outbound call from its call records as the customer's effective start date.

**Field Representatives.** Frequently, TerraCom will dispatch employees as "field representatives" to underserved communities, where the "field rep" focuses on traditionally underserved low income customers. Opportunities for field reps to reach those customers not on the network range from educational sessions at low income housing, or nursing homes, to sponsoring booths at community events.

The protocol for signing up customers in the field is similar to that of signing up customers in a store, in the sense that the field rep can personally see whether the customer is eligible based on program participation or income qualification. The customer can also provide the requisite information, and sign the required eligibility verifications, from the field. Should a customer in the field be determined to be ineligible but feels that the determination is incorrect; the order can be submitted to TerraCom for review and investigation. In such a case the phone would be mailed to the customers upon approval and the customer can personally activate their service – as in the manner of all TerraCom phones – by completing an outbound call.

**Inbound Channel Marketing.** Prospective customers can also apply for, and obtain, Lifeline service from TerraCom either over the phone or through the Internet. Customers choosing to obtain service through inbound channels must either fill out an application online, or provide the relevant information to the customer sales rep over the telephone. In these cases, TerraCom verifies eligibility via the NLAD (or where applicable a state duplicates database), *and* through a state administrator (where applicable) or by reviewing documentation of eligibility submitted by

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<sup>27</sup> See, 47 C.F.R. § 54.407(c)(2)(i).

the applicant in advance of receiving service. TerraCom does not ship a phone to a customer until it has verified the customer's eligibility. The customer's account is activated upon completion of an outbound call.<sup>28</sup> For purposes of "enrollment" in the Lifeline program, TerraCom uses the date of this first completed outbound call from its call records as the customer's effective start date.

**Online Sales.** To apply for TerraCom Lifeline service online, a customer fills out an application, provides the necessary information that all prospective Lifeline customers must provide, and be taken through successive screens, which clearly explain all relevant legal eligibility requirements. If the customer is seeking to qualify for Lifeline service based on their participation in a particular program (or income level), the prospective customer may be able to be qualified by an inbound sales rep who inputs the prospective customer's information into an eligibility database (if available for the relevant state) or NLAD. However, in most cases, the prospective customer fills out the relevant eligibility forms on the computer, and then send in copies of the records needed by TerraCom to verify the customer's eligibility to participate in Lifeline. Once the prospective customer is successfully verified by TerraCom, the customer can be enrolled in the service plan they have chosen, and then mailed their handset. As in all cases, the customer's Lifeline service is not activated until a customer first completes an outbound call using their handset.

Assuming the customer has successfully completed the online application process, TerraCom will have all the information it needs to verify the customer is only receiving one Lifeline subsidy for their household, to verify eligibility, to satisfy its record-keeping obligations, and to send to USAC in order to populate the NLAD. The requisite certifications needed by

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<sup>28</sup> See, 47 C.F.R. § 54.407(c)(2)(i).

TerraCom to establish service with the prospective customer can be obtained as electronic signatures.<sup>29</sup>

TerraCom's method of accepting electronic signatures—on all of its online certifications and re-certifications—is to allow the customer to create a unique electronic signature by typing their name, and providing their date of birth and the last four digits off their social security number. The customer's name, combined with their date of birth and their social security number, is sufficiently unique to satisfy the Commission's rules for accepting electronic signatures.

**Inbound Telemarketing.** To obtain TerraCom Lifeline service, a customer can call TerraCom to initiate service. The process is very similar to online enrollment, except that instead of being taken through successive screens, the customer is asked a series of qualifying questions by a customer service representative. The questions are all designed to elicit true and accurate information that is necessary for TerraCom to obtain a complete standard certification form. See Exhibit 1. If, at any time during the conversation, it becomes apparent to the customer service rep that the prospective customer is unlikely to qualify for TerraCom Lifeline service, the customer service rep explains the issue to the customer and offer to allow the customer to sign up for one of TerraCom's non-Lifeline service plans.

On the other hand, if the customer provides information indicating that the customer would be eligible to obtain Lifeline service, the customer service rep takes the customer as far as possible in trying to qualify the customer. For example, if there are no other Lifeline subscribers in the customer's household, and the customer participates in a Lifeline-eligible program (or is income-qualified), the customer service rep will try to verify the customer's information through

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<sup>29</sup> See, 47 C.F.R. § 54.419.

a state database (if available). If the customer seems to qualify (through a database query), then the customer service rep opens a file for the customer, take the customer's information that is required to be collected from each customer, send the customer the requisite certification forms for verification of eligibility (or allow the customer to certify eligibility through an IVR recorded and associated with the customer's account), and request copies of the evidence that would prove eligibility in cases where a state database is not available.

As always, if the prospective customer fails to qualify for Lifeline service, TerraCom explains to the customer why the request was rejected. On the other hand, if the prospective customer sends in sufficient evidence to qualify for Lifeline eligibility, and adequately certifies eligibility, TerraCom notifies the customer, and enrolls the customer in their requested service plan, and send the customer the phone they have requested/purchased (if the customer has expressed a handset preference). The customer's account is activated upon completion of an outbound call.<sup>30</sup> For purposes of "enrollment" in the Lifeline program, TerraCom will use the date of this first completed outbound call from its call records as the customer's effective start date.

## **2. De-Enrollment**

In order to most efficiently use funds set aside for Lifeline customers, the FCC has adopted rules to ensure that only customers eligible to participate in the Lifeline program receive the benefit of the Lifeline subsidy. These rules require that Lifeline ETCs "de-enroll" customers who are no longer eligible to receive Lifeline benefits from the carrier's list of customers for whom Lifeline reimbursement is sought from USAC.<sup>31</sup>

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<sup>30</sup> See, 47 C.F.R. § 54.407(c)(2)(i).

<sup>31</sup> 47 C.F.R. § 54.405(e)(1)-(4).

The Commission's rule requires carriers to "de-enroll" customers from Lifeline enrollment for several reasons: the carrier has reason to believe that the customer no longer participates in a Lifeline-eligible program, or no longer meets the income-based criteria for Lifeline eligibility, and the customer fails to prove eligibility within 30 days<sup>32</sup>; the Fund Administrator notifies the ETC that either the customer is receiving Lifeline support from more than one carrier, or that more than one person in the customer's household is receiving a Lifeline subsidy<sup>33</sup>, the customer has failed to "use" a free service for more than 60 consecutive days<sup>34</sup>; or, the customer has either failed to perform their required annual recertification of continued eligibility, the annual re-certification that the customer is not in violation of the one-per-household rule, or (for customers who provided a temporary address upon enrollment) the customer has failed to re-certify their temporary address within the 90 day window (or failed to provide the carrier with a permanent address within the same time period).<sup>35</sup>

With the exception of the situation where an ETC is notified by the Administrator that a customer/customer's household is receiving duplicate support, each basis for de-enrollment requires the carrier to notify the customer that their support is in jeopardy, and provide the customer with 30 days to either refute or cure their apparent ineligibility to receive Lifeline support.<sup>36</sup> When an ETC *is* notified that they are receiving duplicative support for a customer

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<sup>32</sup> *Id.* at § 54.405(e)(1).

<sup>33</sup> *Id.* at § 54.405(e)(2).

<sup>34</sup> *Id.* at § 54.405(e)(3).

<sup>35</sup> *Id.* at § 54.405(e)(4).

<sup>36</sup> *Id.* at § 54.405(e)(1).



that has been confirmed to be ineligible by the Administrator, the ETC has 5 days to remove the ineligible Lifeline recipient from its reimbursement list.

Customers receiving duplicative subsidies not only present a risk to the Fund, but they present a financial risk to TerraCom if customers not eligible for reimbursement are allowed to continue to use their phones, and thereby raise TerraCom's unrecoverable costs. Because it is in TerraCom's self-interest to immediately remove from its Lifeline roles those customers identified by the Administrator as disqualified from receiving Lifeline service, TerraCom will further explain how it will comply with this obligation.

Putting aside those subscribers recovering duplicative support, *every* qualifying Lifeline subscriber is subject to de-enrollment for reasons both completely outside the ETC's control (e.g, customers failing to use service and customers no longer qualifying for the subsidy), and for reasons that can be avoided if the customer has sufficient notice to comply with the rules. For this reason, TerraCom has procedures to help deserving customers to avoid undeserved de-enrollment, and procedures for quickly removing subscribers that the Administrator has determined to be wasting Lifeline funds.

When TerraCom establishes a customer account, it also places a Lifeline start date on the account consistent with the date of the customer's first outbound call, based on the potential vulnerabilities of the customer to undeserved de-enrollment. For example, every Lifeline account is subject to recertification on an annual basis that: the subscriber still meets the criteria to be considered a qualifying low-income customer under §54.409, and that the subscriber's household is not receiving more than one Lifeline subsidy. Thus, every Lifeline subscriber should receive (through multiple channels) an advance reminder that they must re-certify annually, along with an explanation of the many convenient ways that TerraCom offers

customers to re-certify. TerraCom allows customers to re-certify via dialing a toll free number (IVR), return text, email, regular mail, and online through TerraCom's website.

Similarly, since many—if not most—of TerraCom's Lifeline customers do not pay a regular monthly bill, TerraCom has tracking software to notify the customer if the customer has not used their service for more than 60 consecutive days. These notifications are not only helpful to ensure that the customer does not risk losing their phone by failing to use their phone, but the notifications also help the customer become more aware of their own usage patterns, which might cause the customer to choose a different plan (for example, a plan with less monthly minutes, but minutes that "rollover" to the next month). After notification, if the customer fails to use the phone, it is automatically disconnected by the system.

### 3. **Recordkeeping Requirements**

In adopting the *Lifeline Reform Order* the Commission, to paraphrase Commissioner McDowell's separate statement, takes the large step of imposing accountability on a government entitlement program. In its directives for what should be included in a carrier's compliance plan, as described in Paragraphs 368-391, the Commission frequently states that it would like carriers to explain and describe how they will comply with the rule changes in the *Order*. If accountability equals recordkeeping, then this section is perhaps the most challenging and comprehensive of this entire Fourth Revised Compliance Plan.

For purposes of organizing TerraCom's explanation of how it complies with the recordkeeping obligations imposed under the *Lifeline Reform Order*, TerraCom divides records into "individual account records" and "company-wide records". The theory behind this organization of TerraCom's explanation of how it meets the *Lifeline Reform Order's* recordkeeping requirements is that, for reporting purposes, TerraCom is required to report on

both individual account compliance (on a company-wide basis), company wholesale compliance, and company-wide performance compliance.

i. Individual Account Records

For each individual Lifeline account, TerraCom keeps customer records for the entire length of time the customer remains in the Lifeline program, and for certain records within the individual accounts, TerraCom will keep customer records for 10 years following customer de-enrollment from the Lifeline program.<sup>37</sup> TerraCom keeps the following records for each subscriber's individual Lifeline account:

- date that TerraCom queried the NLAD<sup>38</sup>;
- date and information that TerraCom transmitted to NLAD<sup>39</sup>;
- date of transmission of updated customer information to NLAD<sup>40</sup>;
- date of transmission of customer de-enrollment to NLAD<sup>41</sup>;
- date of customer service activation and method of activation<sup>42</sup>;
- certification and re-certification forms for each subscriber<sup>43</sup>;
- per customer records of revenues forgone by providing Lifeline services in the form requested by the Administrator for periodic reporting to the Administrator upon request<sup>44</sup>;

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<sup>37</sup> See generally, 47 C.F.R. § 54.417.

<sup>38</sup> 47 C.F.R. § 54.404(b)(1).

<sup>39</sup> *Id.* at § 54.404(b)(6).

<sup>40</sup> *Id.*, at § 54.404(b)(8).

<sup>41</sup> *Id.*, at § 54.404(b)(10).

<sup>42</sup> See generally, 47 C.F.R. § 54.407(c).

<sup>43</sup> *Id.*, at § 54.407(d).

<sup>44</sup> *Id.*, at § 54.407(e).

—date and database upon which the ETC determined income-based eligibility<sup>45</sup>;

—date and documentation/data source used to determine income-based eligibility when no database was available to determine subscriber eligibility<sup>46</sup> which include the following forms of acceptable documentation:

- prior year's state, federal, or Tribal tax return
- current income statement from an employer or paycheck stub
- a Social Security statement of benefits
- a Veterans Administration statement of benefits
- a retirement/pension statement of benefits
- an Unemployment/Workers' Compensation statement of benefit
- federal or Tribal notice letter of participation in General Assistance
- a divorce decree
- child support award
- other official document containing income information;

—state Lifeline administrator documentation of customer eligibility, and subscriber's certification of eligibility<sup>47</sup>;

—date, database, and program on which ETC determined subscriber eligibility<sup>48</sup>;

—keep and maintain accurate records detailing data source a carrier used to determine a subscriber's program-based eligibility or the documentation a subscriber provided to demonstrate Lifeline eligibility<sup>49</sup>;

—notice of program-certification and customer self-certification, when performed by a state agency or state Lifeline administrator<sup>50</sup>;

—prospective subscriber certification, where subscriber acknowledges 1) Lifeline qualifications in terms of one benefit per household and the requirement that a violation of the rules could result in de-enrollment, 2) require each prospective subscriber to provide certain information with which to populate the NLAD, 3) require each

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<sup>45</sup> 47 C.F.R. § 54.410(b)(1)(A).

<sup>46</sup> *Id.*, at § 54.410(b)(1)(B)(iii).

<sup>47</sup> *Id.*, at § 54.410(b)(2).

<sup>48</sup> *Id.*, at § 54.410(c)(1)(A).

<sup>49</sup> *Id.*, at § 54.410(c)(1)(iii).

<sup>50</sup> *Id.*, at § 54.410(c)(2).

prospective subscriber to certify, under penalty of perjury, that the subscriber meets the income-based, program-based, or Tribal Lands criteria for receiving Lifeline, and the subscriber knows the Lifeline program rules, and will notify the carrier if the subscriber ceases to qualify<sup>51</sup>;

—maintain records re-certifying all subscribers remain Lifeline eligible under a qualifying program or income eligibility, and re-certification by the subscriber that they can confirm their original certification under §54.410(d), except those subscribers that are required to be re-certified by state agencies or administrators<sup>52</sup>;

—where a state administrator or agency is responsible for re-certification, the carrier has to: 1) maintain re-certification results from the state, 2) maintain the results of each state administrator’s certification efforts for each subscriber in that state, and 3) where a state has been unable to re-certify a subscriber, the ETC must keep the record and comply with the relevant de-enrollment procedures<sup>53</sup>;

—maintain a record of each subscriber’s re-certification (or failure to re-certify) a temporary address every 90 days<sup>54</sup>;

ii. Company-wide Records

The Commission requires ETCs to maintain some “company” records, but it also requires the ETC to make annual reports, certified by an officer of the company, to the Commission. The company reporting obligations require company officers to certify company procedures for maintaining compliance with the rules regarding ETCs participating in the Lifeline program. The records, on an aggregate basis, that companies have to collect are primarily required to be collected for reporting purposes. TerraCom collects the following data, and report it to the requisite authorities.

—provide, on an annual basis, the results of the ETC’s annual re-certification efforts to the Commission and the Administrator. For states where the TerraCom has been granted state ETC designation, it must report the results of its annual re-certification efforts to the

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<sup>51</sup> *Id.*, at § 54.410(d).

<sup>52</sup> *Id.*, at § 54.410(f)(1)-(2).

<sup>53</sup> *Id.*, at § 54.410(f)(3)-(5).

<sup>54</sup> *Id.*, at § 54.410(g).

proper state regulators, and, for Tribal Lands<sup>55</sup>, the ETC must collect and report the results of its Tribal re-certification process to the appropriate tribal government officials<sup>56</sup>;

—if the ETC provides Lifeline discounted services to a reseller, it must obtain a certification from the reseller that it is complying with all relevant Lifeline rules<sup>57</sup>;

—collect certain outage information for areas in which the carrier owns facilities, the failure of which, results in an outage lasting greater than 30 minutes in any calendar year and which affects critical services<sup>58</sup>;

—collect data on the number of complaints per 1,000 connections in the prior calendar year<sup>59</sup>;

—certification of compliance with applicable service quality standards and consumer protection rules<sup>60</sup>;

—certification that the carrier is able to function in emergency situations<sup>61</sup>;

—information regarding the terms and conditions of any service plans, and the terms and conditions of any non-Lifeline plans available to the public<sup>62</sup>.

#### 4. **Reimbursement from USAC**

In the *Lifeline Reform Order*, the FCC eliminated Lifeline reimbursement based on “projected” lines for which the carrier expects to be compensated based on past growth. Instead,

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<sup>55</sup> TerraCom reports to the appropriate governing body with respect to Tribal Lands re-certification efforts/results. In some states, like Oklahoma, the type of tribal government officials (which would regulate service providers) do not exist. In these states TerraCom files its results with the proper local regulator such as the state commission.

<sup>56</sup> 47 C.F.R. § 54.416(b).

<sup>57</sup> 47 C.F.R. § 54.417(b).

<sup>58</sup> 47 C.F.R. § 54.422(b)(1).

<sup>59</sup> *Id.*, at § 54.422(b)(2).

<sup>60</sup> *Id.*, at § 54.422(b)(3).

<sup>61</sup> *Id.*, at § 54.422(b)(4).

<sup>62</sup> *Id.*, at § 54.422(b)(5).

in the *Order*, the Commission changed the method of Lifeline reimbursements to “actual” lines served.<sup>63</sup> As explained previously, TerraCom considers a customer “enrolled”, for Lifeline reimbursement purposes, as of the date the customer completes their first outbound call.

## **5. Marketing Materials**

In its *Lifeline Reform Order*, the FCC imposed certain obligations on ETCs to clearly disclose on all of their marketing and advertising materials that the service they are offering is a Lifeline service, that Lifeline is a government assistance program, that it is only available to qualifying eligible customers, it is not transferable, and the program is limited to one discount per household.<sup>64</sup> Moreover, all materials describing the service must disclose the name of the ETC providing the service.

TerraCom has included all of this required information on all of its ads describing its service. TerraCom has changed its marketing materials to comply with the rules.

## **6. Financial and Technical Capability to Provide Service**

In its *Lifeline Reform Order*, the FCC includes a qualification for carriers seeking to become ETCs: that they demonstrate they are financially and technically capable of providing the supported Lifeline service in compliance with the Commission’s rules.<sup>65</sup> Because TerraCom is seeking to have its pending ETC Petition, as amended, granted in tandem with the Commission’s grant of this Fourth Revised Compliance Plan, TerraCom will demonstrate that it is financially, and technically, able to completely comply with all of the Commission rules governing Lifeline ETCs.

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<sup>63</sup> 47 C.F.R. § 54.407.

<sup>64</sup> 47 C.F.R. § 54.405(a)-(d).

<sup>65</sup> 47 C.F.R. § 54.201(h), and § 54.202(a)(4).

In its Third Revised Complain Plan, TerraCom demonstrated that it was financially and technically capable of providing both wireless and wireline Lifeline service, because it is already successfully providing both services as a designated Lifeline ETC. TerraCom has continued to meet its obligations and provide service to its customers in addition to simultaneously meeting one of the goals of the recent *Lifeline Modernization Order* by very successfully adding data services to its offering and supplying thousands of low income households with data services. It is with great enthusiasm that TerraCom will now enter into the most exciting chapter of its 12 year history – utilizing the resources of GRI to bring data services to hundreds of thousands of eligible households. Drawing on his forty years of experience, Mr. McCright, the owner of GRI, will provide invaluable management and strategic business skills to TerraCom. Mr. McCright is familiar with the rigors of compliance associated with federal government benefit programs. As Chief Executive Officer of McCright & Associates, Mr. McCright has worked closely with public housing authorities throughout the United States for over twenty years, creating systems and solutions to efficiently manage eligibility determinations and re-certifications for public housing residents. While working to improve the lives of low-income consumers for the past two decades, Mr. McCright has maintained a standard of excellence in ensuring compliance with government rules and regulations.

Most significantly GRI will bring financial resources to TerraCom allowing it to innovate and advance the Commission's goals of the 2016 *Lifeline Modernization Order* of bringing broadband services to low income consumers by having access to the capital to provide free Android Smartphones and high-quality Internet access services to eligible households.



As an added benefit, the proposed transaction will have no adverse impact on TerraCom's existing customers. TerraCom's management team will remain in place post-close, and will continue the day-to-day operations of the company. TerraCom customers will continue to receive their existing services at the same rates, terms, and conditions currently in effect. Furthermore, the synergy between the existing management team's telecommunications expertise and Mr. McCright's experience in compliance and marketing to the low-income sector will result in measurable growth and improved offerings for TerraCom.

\* \* \*

As required by the *Lifeline Reform Order*, in order to take advantage of the Commission's conditional grant of blanket forbearance, TerraCom hereby submits this Fourth Revised Compliance Plan that effectively outlined the measures it will take to address each specific concern elaborated by the Commission, and every significant rule change to the Lifeline program addressed in its *Lifeline Reform Order*. The Commission should find that this plan addresses all of its concerns and that the public interest is best served by granting TerraCom the conditional "blanket forbearance" from Section 214(e)(1)(A) of the Act and approve the instant Fourth Revised Compliance Plan, as well as TerraCom's pending Amended Petition for Limited ETC Designation. For these reasons, TerraCom respectfully requests that the FCC approve this Fourth Revised Compliance Plan, and at the same time grant its pending Amended Petition for Limited ETC Designation in the subject states of Alabama, Connecticut, Delaware, Florida, New Hampshire, New York, North Carolina, Tennessee, the Commonwealth of Virginia, and the District of Columbia.

Respectfully submitted,

**TERRACOM, INC.**

A handwritten signature in blue ink, reading "Danielle Frappier". The signature is written in a cursive, flowing style.

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(202) 973-4242

*Its Attorney*



# LIFELINE CERTIFICATION FORM STATE OF ARIZONA

**Enrollment ID:**

## SECTION 1 - RULES

**IMPORTANT:** Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for TerraCom Lifeline service, you certify your acceptance of TerraCom's Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

<input type="checkbox"/> Medicaid	<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)	<input type="checkbox"/> Supplemental Security Income (SSI)
<input type="checkbox"/> Federal Public Housing Assistance	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> National School Lunch Programs Free Lunch Program
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> CHIP (State Child Health Insurance Plan/KIDCARE)	AHCCCS (Arizona Health Care Cost Containment System)

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 150% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$17,820	2 People	\$24,030	3 People	\$30,240
4 People	\$36,450	5 People	\$42,660	Each additional Person	\$6,240

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- Prior year's state, federal or tribal tax return
- Divorce decree or child support document
- Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

## SECTION 4 - CUSTOMER INFORMATION

<input type="text"/>	<input type="text"/>	<input type="text"/>
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RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required) / /

Contact Telephone Number  -  -  Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 150% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize TerraCom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

☐ YES - But I do not have another Lifeline Provider

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to TerraCom Wireless. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

## SECTION 11 - INSTRUCTIONS

Mail or Fax TerraCom, Inc., Attention: Verification/ Recertification  
Completed 500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to: Fax: 1-877-221-0011

I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.

Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**



# LIFELINE CERTIFICATION FORM STATE OF ARKANSAS

**Enrollment ID:**

## SECTION 1 - RULES

**IMPORTANT:** Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for TerraCom Lifeline service, you certify your acceptance of TerraCom's Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Medicaid   | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Federal Public Housing Assistance  | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)                   | <input type="checkbox"/> National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) /Transitional Employment Assistance (TEA) |   |   |

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- |   |  |   |
|---|--|---|
| • Prior year's state, federal or tribal tax return  | • Retirement/Pension benefit statement | • Unemployment/Workers Compensation benefits statement    |
| • Divorce decree or child support document  | • Social Security benefits statement   | • Current income statement from employer or paycheck stub |
| • Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance |  | • Veterans Administration benefits statement              |

## SECTION 4 - CUSTOMER INFORMATION

RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

Last 4 digits of your  
Social Security Number(Required)

Tribal ID  
Number

Date of Birth  
(Required)

//

Contact Telephone Number  -  - 2

Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize TerraCom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

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LIFELINE CERTIFICATION FORM  
STATE OF COLORADO

## Enrollment ID :

## SECTION 1 - RULES

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## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Supplemental Security Income (SSI)               | <input type="checkbox"/> Temporary Assistance to Needy Families (TANF) | <input type="checkbox"/> Low-income Energy Assistance Program (LEAP) |
| <input type="checkbox"/> Federal Public Housing (Section 8)               | <input type="checkbox"/> Medicaid                                      | <input type="checkbox"/> National School Lunch Program (Free Lunch)  |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) |  |  |

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

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- |   |  |   |
|---|--|---|
| • Prior year's state, federal or tribal tax return  | • Retirement/Pension benefit statement | • Unemployment/Workers Compensation benefits statement    |
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## SECTION 4 - CUSTOMER INFORMATION

RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

BILLING ADDRESS (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)  /  /

Contact Telephone Number  -  -  Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

SECTION 7 - ONE PER HOUSEHOLD

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SECTION 8 - CUSTOMER CERTIFICATION

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SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

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YES ☐ NO ☐ YES - But I do not have another Lifeline Provider ☐

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**Electronically Signed by**



INPF091916, V1

## LIFELINE CERTIFICATION FORM STATE OF INDIANA

**Enrollment ID :**

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<input type="checkbox"/> Medicaid	<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)	<input type="checkbox"/> Supplemental Security Income (SSI)
<input type="checkbox"/> Federal Public Housing Assistance	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> National School Lunch Program's Free Lunch Program
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- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

### SECTION 4 - CUSTOMER INFORMATION

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable)** Check here if this is a Temporary Address

☐ N

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------

Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -  Email Address

### SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

SECTION 7 - ONE PER HOUSEHOLD

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YES ☐ NO ☐ YES - But I do not have another Lifeline Provider ☐

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# LIFELINE CERTIFICATION FORM STATE OF IOWA

IAPF091916, V1

**Enrollment ID:**

## SECTION 1 - RULES

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## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Medicaid                                       | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Federal Public Housing Assistance              | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)                   | <input type="checkbox"/> National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |   |   |

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- |   |  |   |
|---|--|---|
| • Prior year's state, federal or tribal tax return  | • Retirement/Pension benefit statement | • Unemployment/Workers Compensation benefits statement    |
| • Divorce decree or child support document  | • Social Security benefits statement   | • Current income statement from employer or paycheck stub |
| • Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance |  | • Veterans Administration benefits statement              |

## SECTION 4 - CUSTOMER INFORMATION

RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -  Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize TerraCom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

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## SECTION 11 - INSTRUCTIONS

Mail or Fax TerraCom, Inc., Attention: Verification/ Recertification  
Completed 500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to: Fax: 1-877-221-0011

I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.



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**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**



# LIFELINE CERTIFICATION FORM STATE OF LOUISIANA

**Enrollment ID:**

## SECTION 1 - RULES

**IMPORTANT:** Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for TerraCom Lifeline service, you certify your acceptance of TerraCom's Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

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You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

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|---|---|---|
| <input type="checkbox"/> Medicaid                                       | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
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If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

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<input type="text"/>	<input type="text"/>	<input type="text"/>
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RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -  Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

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☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

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Not Applicable

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If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

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Form to: Fax: 1-877-221-0011

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Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**

**LIFELINE CERTIFICATION FORM  
STATE OF MARYLAND****Enrollment ID :****SECTION 1 - RULES**

IMPORTANT: Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for Terracom Lifeline service, you certify your acceptance of Terracom Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

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<input type="checkbox"/> Federal Public Housing Assistance	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> National School Lunch Program's Free Lunch Program
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> Maryland Energy Assistance Program (MEAP)	<input type="checkbox"/> Public Assistance to Adults (PAA)
<input type="checkbox"/> Electric Universal Service Program (EUSP)	<input type="checkbox"/> Temporary Disability Assistance Program (TDAP)	<input type="checkbox"/> Temporary Cash Assistance (TCA)
<input type="checkbox"/> Maryland Energy Assistance Program	<input type="checkbox"/> State-funded public assistance benefits	

**SECTION 3 - ELIGIBILITY BY INCOME** (complete either Section 2 or 3)

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Email Address

**SECTION 5 - QUALIFYING BENEFICIARY** (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

**SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION**

Not Applicable

**SECTION 7 - ONE PER HOUSEHOLD**

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**SECTION 9 - TRIBAL CERTIFICATION**

☐ By initialing here and my signature below I certify that my address is on federally recognized Tribal Lands.

**SECTION 10 - BENEFIT TRANSFER**

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with Terracom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to Terracom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

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# LIFELINE CERTIFICATION FORM STATE OF MINNESOTA

MNPFO91916, V1

**Enrollment ID:**

## SECTION 1 - RULES

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## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

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- Unemployment/Workers Compensation benefits statement
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## SECTION 4 - CUSTOMER INFORMATION

<input type="text"/>	<input type="text"/>	<input type="text"/>
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RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -  Email Address



## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize TerraCom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to TerraCom Wireless. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

## SECTION 11 - INSTRUCTIONS

Mail or Fax TerraCom, Inc., Attention: Verification/ Recertification  
Completed 500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to: Fax: 1-877-221-0011

☐ I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.

Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**

**NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM****08-2016****Enrollment ID:**(If you live on Tribal land, **DO NOT** use this application. Contact your local phone company for a Tribal land discount.)

**APPLICANT INSTRUCTIONS:** In order to be approved to receive assistance on your phone bill you must complete and sign this application. Read this application completely (**Front and Back**), answer all questions on this form, provide all documents requested, sign this application and return it to the NTAP department at: **PO Box 94927, Lincoln, NE 68509**.

Have Questions: Call 1-800-526-0017 or, in Lincoln, 402-471-3101

Applicant's complete Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**United States Citizenship Attestation: For the purpose of complying with Neb. Rev. Stat. §§ 4-108 through 4-114, I attest as follows:**

☐ I am a citizen of the United States

----OR----

☐ I am a qualified alien under the federal immigration and Nationality Act, my immigration status and alien number are as follows: My alien number is: \_\_\_\_\_ and I agree to provide a copy of my USCIS documentation upon request.

**Members of the Applicant's Household**

A "household" is any individual or group of individuals (related or unrelated) who are living together at the same address as one economic unit. If an adult has no or minimal income and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents/guardians.

Please list all members of your household including applicant.

First Name	MI	Last Name	Social Security Number	Date of Birth (Month/Day/Year)
11/12/1980				

**\*\*\*PLEASE NOTE: THIS APPLICATION IS PRINTED FRONT AND BACK. REMEMBER TO DOUBLE CHECK EACH SIDE TO MAKE SURE YOUR APPLICATION IS COMPLETE\*\*\***

**Nebraska Telephone Assistance Program (NTAP) Applicant Information-Please Print**

Applicant Name: Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_

**Last 4 digits** of Applicant's Social Security Number: \_\_\_\_\_ Applicant's Date of Birth: \_\_\_\_\_

Street Address of where you live (This **cannot** be a PO Box):

Street: \_\_\_\_\_ Apt Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Please check one: Is the address listed above:** ☐ Temporary ☐ Permanent

Mailing Address: **ONLY** if different from the address you listed above. This **can be** a PO Box.

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Members of the Applicant's Household**

A "household" is any individual or group of individuals (related or unrelated) who are living together at the same address as one economic unit. If an adult has no or minimal income and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents/guardians.

There are \_\_\_\_\_ members in my household including applicant.

**Is there more than one household at the address you listed above?** ☐ NO ☐ YES

**\*\*Note: please read definition of household above. Household does not include others living at apartment complex, nursing home or assisted living building, only those at your specific address.**

**PHONE INFORMATION \*\*\*PLEASE NOTE\*\*\* Not all companies offer NTAP in all coverage areas.**

Name of My Phone Company: \_\_\_\_\_

My Phone Number is: \_\_\_\_ ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_

Customer Name on Phone Bill: \_\_\_\_\_

**\*\*Please Note\*\* the customer name listed on the phone bill must be the applicant's name**

**OR mark that you do not currently have phone service**

☐ I do not currently have phone service

**ELIGIBILITY REQUIREMENTS:** ELIGIBLE PROGRAMS-Circle which program(s) you currently receive. If requested please send documentation showing your current participation. If you are not on one of the programs below, you may still be eligible for NTAP based on your income. Please see section below for income guidelines. You do not have to meet both program and income guidelines to be eligible.

- ☐ Medicaid - **No Proof Needed**
- ☐ Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) - **No Proof Needed**
- ☐ Supplemental Security Income (SSI) - **Current award letter from Social Security Administration**
- ☐ Federal Public Housing Assistance - **Complete section of form titled "Housing Authority Personnel Please Note" on last page**
- ☐ Low-Income Home Energy Assistance Program (LIHEAP) - **No Proof Needed**
- ☐ Temporary Assistance for Needy Families (TANF) - **No Proof Needed**
- ☐ National School Lunch Programs **Free** Lunch Program - **Current award letter from school or Call NTAP for form**
- ☐ CHIP (State Child Health Insurance Plan/KIDCARE) - **No Proof Needed**
- ☐ My income is at or below 135% of the poverty level-**See eligibility guideline section on last page**

## NEBRASKA TELEPHONE ASSISTANCE PROGRAM (NTAP) APPLICATION AND CERTIFICATION FORM

Each of the following statements **MUST** be marked in order to receive phone assistance.

### I Certify Under Penalty of Perjury that:

- ☐ I agree to notify my phone provider and complete a new application requesting assistance within 30 days of moving.
- ☐ I understand that if I provided a temporary address above I am required to verify my address every 90 days. I understand that if I fail to respond to address verification, it may result in my being de-enrolled (the credit being removed from my phone account) from NTAP.
- ☐ I understand completion of this application does not constitute immediate acceptance into this program.
- ☐ I understand that I will be required to recertify my information and provide proof of participation in one of the programs listed in the eligibility section of this application or provide proof that my income is currently at or below 135% of the poverty level at any time. I understand that failure to recertify my information and/or provide proof of current participation in one of the programs listed in the eligibility section of this application or that my income is currently at or below 135% of the poverty level will result in being de-enrolled (having the credit removed from my phone account) from the program.
- ☐ I understand that NTAP is a non-transferable benefit and that I may not transfer this benefit to any other person.
- ☐ I understand that NTAP is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment (credit being removed) or being barred from the program.
- ☐ I understand that at any time I may be requested to re-certify my continued eligibility and that if I fail to re-certify it will result in me being de-enrolled (credit removed from my account) from NTAP.
- ☐ I understand that if I am receiving more than one NTAP credit or if for any reason I no longer satisfy the criteria outlined in this application to receive NTAP support I will notify my phone company and NTAP within 30 days and that failure to abide by this requirement may result in penalties.
- ☐ I understand that there can only be one supported phone line per household, I have read the definition of household provided above and I understand that if I violate the one supported phone line per household rule it violates the FCC's rules, I will be de-enrolled (credit removed from my account) from NTAP and this violation could result in criminal prosecution by the U.S. Government.
- ☐ I will notify my phone provider and NTAP within 30 days if my household is receiving more than one NTAP benefit or if at the time that I am applying for NTAP assistance another person in my household is already receiving assistance from NTAP. I understand that failure to follow this requirement may result in penalties.
- ☐ I agree to notify NTAP within 30 days of changing my phone number.
- ☐ I agree to notify NTAP and complete a new application requesting assistance if I decide to change my phone provider.
- ☐ I understand that if I am completing this application due to a change of phone providers, it will not result in more than one NTAP supported phone account in my household or I understand that in the future if I change phone providers, this change cannot result in more than one NTAP supported telephone account in my household.
- ☐ I currently participate in one of the programs listed above in the eligibility section of this application or that my income is currently at or below 135% of the poverty level and I have provided proof of participation or proof of income if required to do so.
- ☐ I understand it is my responsibility to notify the NTAP and my phone company within 30 days after I no longer participate in at least one of the qualifying programs or that my income is no longer at or below 135% of the poverty level and that failure to abide by this requirement may result in penalties.

**I hereby certify that my response and the information provided on this form and any related application for public benefits are true, complete, and accurate and I understand that this information may be used to verify my lawful presence in the United States. I further certify, under penalty of perjury, the above information is true. I have read the information on this application and understand I must meet the above qualifications to receive assistance from this program. By signing this application, I hereby give consent to release my information provided in this application to the administrator of the Lifeline Program-Universal Service Administrative Company and I understand that the information released will be kept confidential.**

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**\*Applicant or POA Signature**

**Date**

**\* If an authorized representative is signing the application, a copy of the Durable Power Of Attorney or Guardianship document must be included**

**NTAP ELIGIBILITY BASED ON INCOME GUIDELINES** Do not complete this section if you completed the Program eligibility section above. Income is all income received by all members of a household. This includes, but is not limited to: salary before deductions of taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, workers' compensation benefits, gifts, and lottery winnings.

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**You must provide copies of documentation to show that your annual income is at or below 135% of the poverty level. Below is a list of documents accepted to show proof of income. When submitting documentation, please do not submit a document that is over 1 calendar year old. If possible, please send a copy of the documents you are submitting. Submitted documents will not be returned.**

**Salaries, Wages, Tips, Commissions, etc.:** Three consecutive months of paystubs, your most recent W2 forms or last year's income tax form. If you are self-employed; send a copy of your recent income tax form.

**Retirement, Social Security or Pensions:** Copies of your award notice or statement of benefits letter.

**Workers' Compensation, Unemployment or Disability:** Copy of the letter you received from Workers' Compensation, letter from State employment office, check stubs or your award letter from the Social Security Office.

**Military Benefits:** Copy of your Veterans, Civil Service, or Military Allotment benefits statement.

**Child Support or Alimony:** Copy of checks received, court decree or legal agreement.

**Other:** Any award letters or benefit statements of other income received.

**Household has no income:** If your household does not have any income, you are required to submit a written statement which clearly states that your household has no income. Your statement must be signed and dated by you, the applicant and be included with the application you return to NTAP.

**PROOF OF FEDERAL HOUSING DOCUMENT:** If you are receiving Federal Housing Assistance, please have your local Housing Authority Personnel complete this document. Please return this document to the NTAP department with your completed application.

#### HOUSING AUTHORITY PERSONNEL PLEASE NOTE:

You are completing this document as verification that the person below is receiving Federal Housing Assistance (HUD, Section 8 or USDA Rural Development). Please complete all the information below.

Tenant Name:

***AGENCIES** hereby "certify" that their office is directly involved with administering the program(s) or has access to the records of the office that does administer the program(s), and the applicant is currently on these program(s).*

**Authorized Signature and Title (Housing Authority Personnel ONLY)**

**Printed Name of Authorized Personnel**

**Date**

( )

**Telephone Number**

**Agency Address**

**City**

**State**

**Zip Code**



# LIFELINE CERTIFICATION FORM STATE OF NEVADA

NVPF091916, V1

**Enrollment ID:**

## SECTION 1 - RULES

**IMPORTANT:** Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for TerraCom Lifeline service, you certify your acceptance of TerraCom's Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Medicaid                                       | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Federal Public Housing Assistance              | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)                   | <input type="checkbox"/> National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |   |   |

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 175% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$20,790	2 People	\$28,035	3 People	\$35,280
4 People	\$42,525	5 People	\$49,770	Each additional Person	\$7,280

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- Prior year's state, federal or tribal tax return
- Divorce decree or child support document
- Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

## SECTION 4 - CUSTOMER INFORMATION

RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

Last 4 digits of your Social Security Number(Required)

Tribal ID Number

Date of Birth (Required)

Contact Telephone Number  -  -

Email Address

## SECTION 5 - QUALIFYING BENEFICIARY

(Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 175% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

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☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to TerraCom Wireless. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

## SECTION 11 - INSTRUCTIONS

Mail or Fax TerraCom, Inc., Attention: Verification/ Recertification  
Completed 500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to: Fax: 1-877-221-0011

☐ I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.



Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**

LIFELINE CERTIFICATION FORM  
STATE OF OKLAHOMA

Enrollment ID :

**SECTION 1 - RULES**

IMPORTANT: Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for Terracom Lifeline service, you certify your acceptance of Terracom Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

**SECTION 2 - ELIGIBILITY BY PROGRAM**(complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

<input type="checkbox"/> Medicaid	<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)	<input type="checkbox"/> Supplemental Security Income (SSI)
<input type="checkbox"/> Federal Public Housing Assistance	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> National School Lunch Program's Free Lunch Program
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> Vocational Rehabilitation (including aid to the hearing impaired)	<input type="checkbox"/> Oklahoma Sales Tax Relief
<input type="checkbox"/> Food Distribution Program on Indian Reservations (FDIR)*	<input type="checkbox"/> Bureau of Indian Affairs General Assistance*	<input type="checkbox"/> Head Start (income qualifying eligibility provision only)*
<input type="checkbox"/> Tribally Administered Temporary Assistance for Needy Families*		

\*Eligibility under this program only available to residents of Tribal Lands.

**SECTION 3 - ELIGIBILITY BY INCOME** (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- Prior year's state, federal or tribal tax return
- Divorce decree or child support document
- Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

**SECTION 4 - CUSTOMER INFORMATION**

<input type="text"/>	<input type="text"/>	<input type="text"/>
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**RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable)** Check here if this is a Temporary Address ☐

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -

Email Address

**SECTION 5 - QUALIFYING BENEFICIARY** (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

**SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION**

Not Applicable

**SECTION 7 - ONE PER HOUSEHOLD**

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

**SECTION 8 - CUSTOMER CERTIFICATION**

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for Terracom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform Terracom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize Terracom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I understand that if I move, I must provide a new address to Terracom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with Terracom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

**SECTION 9 - TRIBAL CERTIFICATION**

☐ By initialing here and my signature below I certify that my address is on federally recognized Tribal Lands.

**SECTION 10 - BENEFIT TRANSFER**

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with Terracom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to Terracom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to Terracom. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

**SECTION 11 - INSTRUCTIONS**

Mail or Fax    Terracom, Inc., Attention: Verification/ Recertification  
Completed    500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to:        Fax: 1-877-221-0011

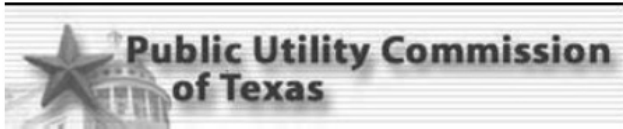
☐ I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.

Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**



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**Low-Income Telephone and Electric Discount Programs (LITE-UP) Enrollment Form What**

**Enrollment ID:**

**The LITE-UP Texas Program can:**

1. Provide a discount off your monthly telephone bill.
2. Provide a discount on your electric bill if you live in an area where you have a choice of electricity providers (May through September 2012 bills)
3. Additional benefits for electric service include: Waiver of late payments and option to pay the security deposit in two installments, if over \$50.00.

**What should I send in along with my application?**

Along with your signed application, you must send in documentation that shows that you are eligible for a qualified benefit (SNAP, Medicaid, etc.) or documentation showing your total household income. You must also send the completed and signed Lite-up Texas Certification Form and, if you live with multiple families, you must send the completed and signed Lite-up Texas Household Worksheet.

**What are the qualifications for the Lite-up Texas discounts?**

You can qualify for the Telephone discount if anyone in your household receives SNAP, Medicaid, CHIP, LIHEAP, Federal Public Housing assistance, TANF, National School Lunch Program - Free Lunch Program, or SSI, or have a total household income that is less than 150% of the federal poverty guideline.

To qualify for the Electric discount, the applicant must be eligible for SNAP or Medicaid, or have a total household income that is less than 125% of the federal poverty guideline.

**How do I know if I qualified for the Lite-up Texas discounts?**

If you provided an email address the status of your application will be sent to you as soon as we review your application. If you did not provide an email address, you will only be notified if you were not approved for the Lite-up Texas discounts.

**How long will it take before I see the discount on my bills?**

We determine your eligibility during the last week of each month. If the information we have on file for you (i.e., name & address) matches the information provided by your telephone and electric company then you should see your discount on your next bill. Please note that the telephone discount will be applied to your bills throughout the year but the electric discount will only show on your bills from May through September 2012.

If you do not provide a completed and signed Certification Form and Household Worksheet (if applicable), you will not receive the Lite-up Texas Telephone discount.

**How often do I have to apply?**

You need to submit an application at least every 7 months. If you are certified for the LITE-UP Texas discount an application will be sent to you approximately two months prior to your expiration. If you change your address or telephone number, you should re-submit an application so that we can update your information.

**Mail the completed signed application and required documentation to:**

**TerraCom Wireless  
401 E Memorial Road  
Suite 500  
Oklahoma City, OK 73114**

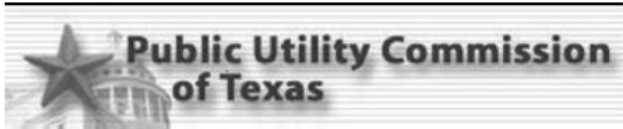
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**You may also FAX the signed application and required documentation to 1-877-221-0011.**

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**For Questions, Call LITE-UP Texas toll-free at 1-866-454-8387 or [www.liteuptexas.org](http://www.liteuptexas.org)**

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## SECTION 1 - Applicant Information

The person whose name is on the Telephone and Electric bills MUST fill out this section. The person in whose name the utility bills appear must live at the service address.

**Name of Telephone Customer:**

As it appears on your utility bill (please print)

**Name of Electric Customer:** \_\_\_\_\_

If different from (please print)

**Mailing Address:**

**Home Address**

**Required if Mailing Address is a PO Box**

**City:**                      **Zip Code :**

**City:**                      **Zip Code:**

**Telephone Number:**

**Social Security Number:**                      **(Required)**

**Email Address:**

**Birth Date (Required):**

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**YOU MUST:**

1. Complete & sign the Lite-up Texas Lifeline Certification Form
2. Complete & sign the attached Household Worksheet
3. Complete both pages of the Lite-up Texas Application & sign page 1
4. Provide proof of your eligible Benefits or total Household Income
5. Include a copy of your latest Telephone and Electric bills

If you do not provide the above documentation, you will not be able to get the Lifeline (telephone) discount.

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**Declaration** (please read carefully and sign)

I certify that my household is receiving only one lifeline discount. I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

I certify under penalty of perjury that the that my household receives a qualified benefit or my household has income at or below 150% of the Federal Poverty Guideline and that I presented documentation that accurately represents my household income or participation in a qualified benefit program.

I certify that the information I have provided in this application is true and correct and I agree to participate in the Lite-up Texas program should I be eligible. I understand that the information provided is subject to audit and investigation by the Public Utility Commission of Texas.

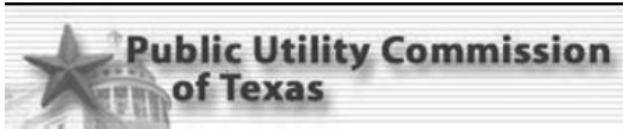
**Electronically Signed by**

**Mail completed application and required documentation to:**

**TerraCom Wireless  
401 E Memorial Road  
Suite 500**

**Oklahoma City, OK 73114**

**You may also FAX the signed application and required documentation to 1-877-221-0011.**



## SECTION 2 - Income Enrollment Worksheet

**HOUSEHOLD SIZE** - Number of people living in your household: (Include all adults and children at this address)

Your total household gross annual income from all sources cannot exceed these guidelines:								
Number of persons in Household	1	2	3	4	5	6	7	8
Total Household annual income - Telephone	\$16,755	\$22,695	\$28,635	\$34,575	\$40,515	\$46,455	\$52,395	\$58,335
Total Household annual income - Electric	\$13,963	\$18,913	\$23,863	\$28,813	\$33,763	\$38,713	\$43,663	\$48,613
Type of Income	\$17655		Frequency (Monthly, Weekly, etc.)					
Wages from Employment as shown on pay stub or W-2 Form								
Social Security								
Retirement Income								
Alimony or Child Support								
Unemployment or Worker's Compensation								
All Other Earnings								
IF YOU ARE QUALIFYING USING YOUR TOTAL HOUSEHOLD INCOME YOU MUST PROVIDE PROOF OF HOUSEHOLD INCOME WITH THIS APPLICATION (provide all documents that apply)								
<ul style="list-style-type: none"> <li>• Copy of most recent pay stub(s) from all employers covering the <b>last two months for all members of the household</b></li> <li>• Your most recently filed tax return (<b>must be signed</b>) or W-2 form</li> <li>• A signed letter from each employer indicating the level of your wage</li> <li>• Documentation of social security income</li> <li>• Copy of an unemployment form with eligibility dates</li> <li>• Copies of the two most recent unemployment checks</li> <li>• Copy of the most recent bank statement showing direct deposit of income (for SSI, Social Security, annuity, pension)</li> </ul>								

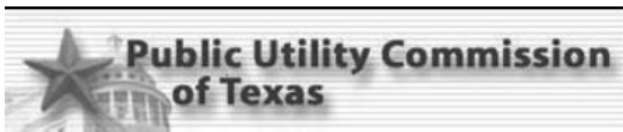
## SECTION 3 - Program Benefit Enrollment Worksheet

Qualified Benefits	
Any Household Member who is eligible for any of these benefits makes the household eligible for the Telephone Discount (Lifeline)	The applicant must be eligible for either of these benefits in order to receive the Electric Discount
<input type="checkbox"/> Federal Public Housing Assistance <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) <input type="checkbox"/> Medicaid <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) <input type="checkbox"/> National School Lunch Program's Free Lunch Program <input type="checkbox"/> Supplemental Security Income (SSI) <input type="checkbox"/> Health Benefit Coverage under Child Health Plan (CHIP)
<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid	
IF YOU ARE QUALIFYING BECAUSE OF ELIGIBILITY IN A QUALIFIED PROGRAM YOU MUST PROVIDE PROOF OF PROGRAM PARTICIPATION WITH THIS APPLICATION	
<ul style="list-style-type: none"> <li>• Copy of a letter from a government agency showing eligibility for the qualified benefit</li> <li>• Copy of a Medicaid card for the eligible individual</li> <li>• Federal Public Housing rental agreement</li> <li>• Note: a Lone Star Card is not an eligible document</li> </ul>	
Eligible Resident of Tribal Lands (indicate which tribe): _____ Provide documentation of tribe affiliation and participation in at least one of the following: Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families, Head Start (only those meeting its income qualifying standard), or the National School Lunch Program's free lunch program.	

### Benefit Recipient - Telephone Discount Only

Please provide the name of the person in your household who is receiving one of the eligible benefits listed above. Note: you must provide proof that this person participates in one of the eligible programs.

Name of Benefit Recipient:



## Low-Income Telephone and Electric Discount Programs (LITE-UP) Lifeline Certification Form

Full Name:

Home Address (No PO box):

City: Zip Code:

Billing Address:

City: Zip Code:

You must provide this information:
Date of Birth (mm/dd/yyyy):
Social Security Number/Tribal ID#: Telephone #
Receiving Lifeline Service: _____ Telephone
Provider: _____
This is a Temporary Address: Yes <input type="checkbox"/> No <input type="checkbox"/>

### YOU MUST COMPLETE THIS FORM IN ORDER TO RECEIVE THE LIFELINE TELEPHONE DISCOUNT

Lifeline is a government program that provides a monthly discount on home or wireless telephone services, but not both. Only one Lifeline service is allowed per household; a household is not permitted to receive Lifeline benefits from multiple providers. Your household is everyone who lives in your home (including children and people who are not related to you) and shares income and household expenses (bills, food, etc.). Violation of the one-per household rule is a violation of federal rules and will result in de-enrollment from the Lifeline program and potential prosecution by the United States Government. You may not transfer your Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

### Please initial the certifications below and sign and date this form.

☐ I, I certify, under penalty of perjury, that:

☐ I meet the income-based eligibility criteria (household income less than 150% of federal poverty guidelines). Please state the number of household members:

Or ☐ I meet the program-based eligibility criteria for receiving Lifeline. Check Benefits that apply:

☐ Federal Public Housing Assistance, ☐ Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps), ☐ Temporary Assistance for Needy Families (TANF), ☐ National School Lunch Program's Free Lunch Program, ☐ Medicaid, ☐ Supplemental Security Income (SSI), ☐ Low-Income Home Energy Assistance Program (LIHEAP), ☐ Health Benefit Coverage under Child Health Plan (CHIP)

☐ I will notify my telephone carrier and the Lite-up Texas Program within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline, or if I no longer meet the income-based or program-based criteria for receiving Lifeline support, or if I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit

☐ If I move to a new address, I will provide that new address to my Lifeline carrier and the Lite-up Texas Program within 30 days.

☐ (Only if applicable) If I provided a temporary residential address to the eligible telecommunications carrier and the Lite-up Texas Program, I am required to verify my temporary residential address every 90 days.

☐ My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

☐ I may be required to re-certify continued eligibility for Lifeline at any time, and that failure to do so will result in deenrollment and the termination of my Lifeline benefit.

☐ I will not transfer the Lifeline benefit to anyone else, including any other eligible person.

☐ I consent to allow my personal identification information to be shared with the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that I am not receiving more than one Lifeline benefit.

☐ (Only if applicable) If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands.

☐ I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.



Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**

Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

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**Electronically Signed by**

LIFELINE CERTIFICATION FORM  
STATE OF WEST VIRGINIA

Enrollment ID :

**SECTION 1 - RULES**

IMPORTANT: Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for Terracom Lifeline service, you certify your acceptance of Terracom Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

**SECTION 2 - ELIGIBILITY BY PROGRAM** (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Medicaid   | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps) | <input type="checkbox"/> Supplemental Security Income (SSI)                 |
| <input type="checkbox"/> Federal Public Housing Assistance                | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)                   | <input type="checkbox"/> National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)   | <input type="checkbox"/> School Clothing Allowance  | <input type="checkbox"/> Emergency Assistance                               |
| <input type="checkbox"/> WV Children's Health Insurance Program (WV CHIP) | <input type="checkbox"/> Any other means-tested state or federal program                      |   |

**SECTION 3 - ELIGIBILITY BY INCOME** (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- Prior year's state, federal or tribal tax return
- Divorce decree or child support document
- Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

**SECTION 4 - CUSTOMER INFORMATION**

**RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable)** Check here if this is a Temporary Address ☐

**BILLING ADDRESS (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)**

Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -

Email Address

**SECTION 5 - QUALIFYING BENEFICIARY** (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

**SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION**

Not Applicable

**SECTION 7 - ONE PER HOUSEHOLD**

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

**SECTION 8 - CUSTOMER CERTIFICATION**

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

- ☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.
- ☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for Terracom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform Terracom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.
- ☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.
- ☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.
- ☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize Terracom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.
- ☐ I understand that if I move, I must provide a new address to Terracom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with Terracom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

**SECTION 9 - TRIBAL CERTIFICATION**

☐ By initialing here and my signature below I certify that my address is on federally recognized Tribal Lands.

**SECTION 10 - BENEFIT TRANSFER**

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with Terracom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to Terracom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐ NO ☐ YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to Terracom. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

**SECTION 11 - INSTRUCTIONS**

Mail or Fax Terracom, Inc., Attention: Verification/ Recertification  
Completed 500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to: Fax: 1-877-221-0011

☐ I authorize ETC or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for lifeline assistance; (3) to update my address to proper mailing address format; (4) to provide my name, telephone number, and address to the universal service Administrative company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that I do not receive more than one lifeline benefit; and (5) authorize social service agency representatives to discuss with and/or provide information to ETC verifying my participation in benefit programs that qualify me for lifeline assistance.

Lifeline is federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine for imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individual who live together at the same address and share income and expenses. A Household is not permitted to receive lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the customer's de-enrollment from Lifeline. Lifeline is a non-transferable benefit, and a customer may not transfer his or her benefit to another person.

**Penalty of Perjury**

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both. I acknowledge that providing fraudulent documentation/information in order to receive assistance is punishable by law.

**Electronically Signed by**



# LIFELINE CERTIFICATION FORM STATE OF WISCONSIN

**Enrollment ID:**

## SECTION 1 - RULES

**IMPORTANT:** Please read this form carefully and fill it out completely. If you have questions, please ask for help. Forms that are not completed accurately will be rejected resulting in a delay in your service or rejection of your application. By completing an application for TerraCom Lifeline service, you certify your acceptance of TerraCom's Terms and Conditions located at <http://www.terracomwireless.com/terms.php>.

Lifeline is a Federal government benefit program that offers a discount from your monthly phone service. Lifeline service is available for only one line per household; a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Households are not permitted to receive benefits from multiple providers and you may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both.

Violation of the one-per-household requirement is a violation of Federal Rules and will result in your removal from the program and potential prosecution by the United States government. Applicants who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the Lifeline program.

You will be required to annually re-certify that you continue to qualify for Lifeline benefits.

## SECTION 2 - ELIGIBILITY BY PROGRAM (complete either Section 2 or 3)

If you, your dependent or someone in your household is receiving benefits from one or more of the programs listed below, please check all that apply. Proof of eligibility must be reviewed by an authorized TerraCom employee. In some cases we may be able to determine eligibility via a state database, please ask your representative for details.

<input type="checkbox"/> Medicaid	<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps)	<input type="checkbox"/> Supplemental Security Income (SSI)
<input type="checkbox"/> Federal Public Housing Assistance	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)	<input type="checkbox"/> National School Lunch Program's Free Lunch Program
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> Badger Care	<input type="checkbox"/> Wisconsin Works
<input type="checkbox"/> Homestead Tax Credit (separate form)		

## SECTION 3 - ELIGIBILITY BY INCOME (complete either Section 2 or 3)

If your income is at or below 135% of the federal poverty guidelines, as shown below, you can qualify for Lifeline.

How many people are in your Household? (complete only if qualifying under this Section)

Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:	Number of People In Household	Total Annual Income at:
1 Person	\$16038	2 People	\$21627	3 People	\$27216
4 People	\$32805	5 People	\$38394	Each additional Person	\$5616

**TO QUALIFY FOR INCOME ELIGIBILITY, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW. IF YOU PROVIDE DOCUMENTATION THAT DOES NOT COVER A FULL YEAR (SUCH AS CURRENT PAY STUBS), YOU MUST SUBMIT THREE (3) CONSECUTIVE MONTHS OF THE SAME TYPE OF DOCUMENT WITHIN THE PREVIOUS 12 MONTHS.**

- Prior year's state, federal or tribal tax return
- Divorce decree or child support document
- Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- Retirement/Pension benefit statement
- Social Security benefits statement
- Unemployment/Workers Compensation benefits statement
- Current income statement from employer or paycheck stub
- Veterans Administration benefits statement

## SECTION 4 - CUSTOMER INFORMATION

<input type="text"/>	<input type="text"/>	<input type="text"/>
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RESIDENTIAL/PERMANENT ADDRESS (PO Box not acceptable) Check here if this is a Temporary Address ☐

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**BILLING ADDRESS** (IF DIFFERENT FROM RESIDENTIAL/PERMANENT ADDRESS)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Last 4 digits of your Social Security Number(Required)  Tribal ID Number  Date of Birth (Required)

Contact Telephone Number  -  -

Email Address

## SECTION 5 - QUALIFYING BENEFICIARY (Complete if Section 2 benefits are in a name other than applicant - ie Free Lunch Program)

## SECTION 6 - STATE REQUIRED CUSTOMER INFORMATION

Not Applicable

## SECTION 7 - ONE PER HOUSEHOLD

☐ I certify under penalty of perjury that, to the best of my knowledge, no one at my household is receiving a Lifeline-supported service from any other provider

## SECTION 8 - CUSTOMER CERTIFICATION

I certify under penalty of perjury that, to the best of my knowledge, everything contained in this application is true and correct including the following statements:

☐ I certify under penalty of perjury that I either participate in the indicated qualifying federal program or I meet the income qualification to establish my eligibility for Lifeline. If required to do so, I have provided accurate documentation of my eligibility.

☐ I confirm local voice service discounts under the low income programs are limited to one per household and that my household is receiving no more than one Lifeline supported service. If I am participating in another Lifeline program at the time I apply for TerraCom Lifeline service, I agree to cancel that Lifeline service with any other provider. I certify that I will only receive one Lifeline connection, will not have simultaneous or multiple Lifeline discounts with another provider. I understand that I must inform TerraCom within 30 days if I (1) no longer participate in a federal qualifying program or programs or my annual household income exceeds 135% of the Federal Poverty Guidelines; (2) I am receiving more than one Lifeline-supported service per household; or (3) I, for any other reason, no longer satisfy the criteria for receiving Lifeline support. I attest under penalty of perjury that I understand this notification requirement, and that I may be subject to penalties if I fail to follow this rule.

☐ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of the my Lifeline benefits.

☐ I understand that Lifeline service is a non-transferable benefit, and that I may not transfer my service to any other individual, including another eligible low-income consumer.

☐ I give TerraCom permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. I understand that refusal to grant this permission will mean I am not eligible for Lifeline service. I also authorize TerraCom to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance.

☐ I authorize TerraCom to verify my eligibility for the federal telephone assistance program. TerraCom shall provide my name and the last 4 digits of my SSN to the Wisconsin Department of Revenue and the Wisconsin Department of Health Service, and receive a yes / no answer as to whether I am qualified. TerraCom shall maintain the information in this form and any information received about me from the Department as confidential account information.

☐ I understand that if I move, I must provide a new address to TerraCom within 30 days of my move. I understand that if I provided a Temporary Address, I must verify with TerraCom every 90 days that I am using the same address. I understand that if I fail to do so, I will lose my Lifeline discount.

## SECTION 9 - TRIBAL CERTIFICATION

Not Applicable

## SECTION 10 - BENEFIT TRANSFER

If you are currently receiving Lifeline discounted phone service from another carrier and you wish to enroll with TerraCom Wireless you will lose the existing Lifeline discount you are receiving from your other carrier (if it is found that you do indeed have Lifeline service with another carrier). Do you consent to TerraCom transferring your Lifeline service to us and do you understand that you are not allowed multiple Lifeline program benefits with the same or different providers?

YES ☐

NO ☐

YES - But I do not have another Lifeline Provider ☐

Would you like to transfer benefits to TerraCom Wireless? It will lead to a change in your existing mobile number. Please select one of the following:

☐ I hereby certify that I am receiving Lifeline benefits from another carrier; however, with this application I would like to transfer my benefits to TerraCom Wireless. I understand this will change my existing mobile number.

☐ I hereby certify that to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

## SECTION 11 - INSTRUCTIONS

Mail or Fax    TerraCom, Inc., Attention: Verification/ Recertification  
Completed    500 Atrium Way, Suite 8 Mount Laurel, NJ 08054 - 3915  
Form to:       Fax: 1-877-221-0011

By my signature below, I certify under penalty of perjury that I have read and understood this form and that I attest that the information contained in this application that I have provided is true and correct to the best of my knowledge and that I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.

Signature

Today's Date

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